NORTHERN NEVADA ADULT MENTAL HEALTH SERVICES

POLICY AND PROCEDURE DIRECTIVE

SUBJECT: EMERGENCY GROUP RESPONSE AND GROUP PAGING

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ORIGINAL DATE: 11/24/98

REVIEW/REVISE DATE: 11/28/01, 01/06/05, 03/06/08, 4/16/09, 5/20/10

APPROVAL: Rosalyne Reynolds *{s}.* , Agency Director

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I.   PURPOSE

The purpose of this policy is to establish a plan of action for the emergency response system.

II.   POLICY

It is the policy of Northern Nevada Adult Mental Health Services (NNAMHS) to respond promptly and effectively to any emergency situation. Routine consumer care services are to be maintained throughout the emergency situation and/or drill, unless otherwise directed.

III.   REFERENCES

1   NNAMHS Policy and Procedure Directive #NN-EC-02 entitled, "Fire Safety Plan."

2.   NNAMHS Policy and Procedure Directive # NN-EC-08 entitled, "Safety Management."

5. NNAMHS Policy and Procedure Directive #NN-EC-12 entitled, "Campus Lockdown Procedure."

6. NNAMHS Policy and Procedure Directive #NN-EC-13 entitled, "Hazardous Materials and Waste Management Program."

7. NNAMHS Policy and Procedure Directive #NN-HR-27 entitled, "Annual Training Requirements and Competency".

8. NNAMHS Policy and Procedure #PC-SF-02 "Behavioral Emergencies in all NNAMHS Settings"

IV. PROCEDURE

1. Preparedness

a. All group pagers must be turned on during working hours.

b. All staff with group pagers are responsible for maintenance of their pagers; batteries must be checked monthly and replaced as needed.

c. Difficulties with pagers must be reported immediately to the person responsible for repairs in the NNAMHS Business Office.

d. If a pager is lost, it must be reported immediately to the switchboard AND the responsible staff member in the NNAMHS Business Office.

e. All staff with group pagers will notify the switchboard if and when they receive a test page. This is to ensure the paging system is working correctly.

f. Drills will be conducted periodically to ensure preparedness for various types of emergencies.

g. In order to be prepared for behavioral emergencies, Conflict Prevention and Response Training (CPART) is available for all staff and required for all clinical staff. This training is designed to teach participants techniques to diffuse potentially violent situations and, when necessary, to restrain consumers in the safest manner.

h. Employees must update this training to maintain competency.

2. Communication

   a. The activation of the group page system is the responsibility of the Main Switchboard Operator (M-F, 8 a.m.-5p.m). The switchboard will also individually page the Agency Director, or designee.

   b. In the event of an emergency, notify the switchboard by dialing 688-2100 (8-2100 from campus phones). Indicate the nature and location of the emergency to the operator. Indicate the need for emergency responders such as the paramedics and whether they have already been called.

   c. Switchboard operators will activate the group call system and send the appropriate code.

   d. Responders will receive a numeric code indicating the nature and location (by building number) of the emergency. The first 2 digits indicate the nature of the emergency. The * key is used to create a dash. The last 2 digits indicate the number of the building in which the emergency is located. In the event of a campus wide emergency "00" will be entered. If the building number is known for the campus wide lockdown the building number will be entered after "00". The Drop-In Center and Canteen will use building code "02" and building 2A/CORE will use building code "28"

      i. For example, the message "93*04" indicates a behavioral emergency in building 4. The code "94*00" or (94*00*25) indicates a campus wide lockdown.

   e. Maintain the emergency response until the all-clear code is given or you receive information from a supervisor.

3. Response to emergency

   a. All personnel on the Group Call Paging System will immediately respond to all campus emergencies per the appropriate procedure.

   b. <u>Do not</u> call the switchboard to request additional information regarding the situation. Switchboard personnel will be busy maintaining communication with emergency responders and notifying staff.

c. Call the emergency line (8-2100) only in the event that you require immediate assistance.

   i. Staff who have demonstrated competency in CPART may attempt to diffuse the situation.

   ii. Staff will call for assistance from the Sparks Police Department in situations that present a threat to the safety of staff, consumers, or visitors.

   iii. Individuals requiring escort to the Psych Observation Unit (POU) may be escorted by police and/ or staff as deemed appropriate for the circumstances. A staff person is to notify the POU supervisor of the impending arrival while the escort is being organized.

   iv. Routine consumer care services are to be maintained throughout the emergency situation and/or drill, unless otherwise directed.

   v. Staff reporting to assist will remain at the location until released by the staff that requested assistance or their supervisor.

   vi. A list will be kept indicating the staff that reported to the group page. The list will be sent immediately to the AA IV in Administration as soon as the emergency has been cleared.

d. Building 25

   i. Building 25 is equipped with a public address system that can be accessed from any telephone in Building 25 or by the switchboard. Staff requiring assistance with an emergency/crisis situation will activate this system and announce the appropriate code or notify the switchboard to do so. This system is to be activated only in case of emergency and not for routine paging needs.

ii. Routine consumer care services are to be maintained throughout the emergency situation and/or drill, unless otherwise directed. Units should not be left unattended during a response.

iii. Staff reporting to assist will remain at the location until released by the staff that requested assistance or their supervisor.

iv. A list will be kept indicating which staff reported to the group page. The list will be sent immediately to the AA IV in Administration as soon as the emergency has been cleared.

4. Switchboard Responsibilities

    a. During emergencies the switchboard will notify the following people:

        i. Police (when requested)

        ii. Group page for response to emergencies

        iii. Safety Officer

        iv. Agency Director

5. Staff initiating the medical emergency will contact REMSA when needed.

6. Supervisors who are on leave or furlough will be responsible for assigning another staff member in their area to cover for any group pages. The supervisor will give the designated staff member their pager for the time they will be off, and must remember to get it back the day they return to work.

7. Supervisors will notify the switchboard operator(s) who will be covering during the supervisor's absence.

8. Nursing supervisors will contact the switchboard operator(s) when they are carrying the group call pager.

9. When a position is vacated by a staff member with a group call pager, the pager must be turned in immediately to the Business Office. NOTE: Pagers are issued by position number.

V.   ATTACHMENTS

1. Pager Assignment List

2. Emergency Code List

Emergency Group Call List

Agency Director	862-1909
Allied Therapies	562-1321
Assistant Director of Nursing	828-8583
Business Manager	824-1370
Clerical Support – Nursing Department	562-1578
Clerical Support – Psychology Department	562-1533
Clerical Support - Supervisor	562-1348
Clinic Manager – Bldg 5 (outpatient clinic)	562-1329
Clinical Program Manager II	689-1656
Director of Nursing	562-1546
Employee Health	562-1352
Facilities Supervisor	562-1331
Housekeeping Supervisor	562-1635
Housekeeping Supervisor 2nd	562-1636
Infection Control	562-1312
Inpatient Social Work Supervisor	562-1345
Medication Clinic (Bldg 5) RN	562-1327
Medical Director	823-1825
Medical Physician	823-1821
Mental Health Court	562-1319
Performance Improvement	562-1349
Performance Improvement	562-1323
Pharmacy Director	888-5005
Service Coordination Supervisor	562-1326